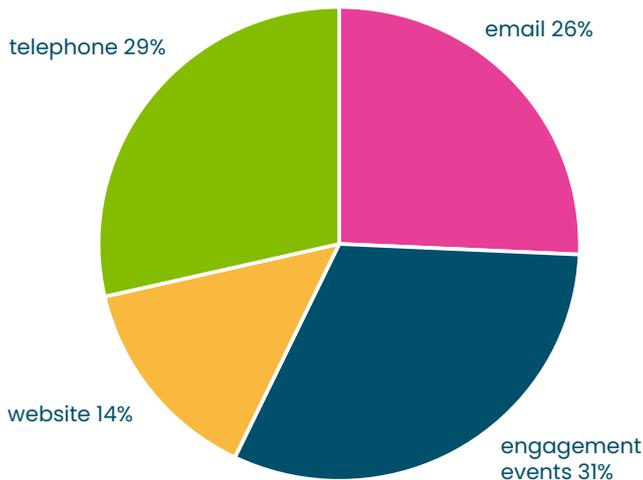


Total number of contacts this month: 35

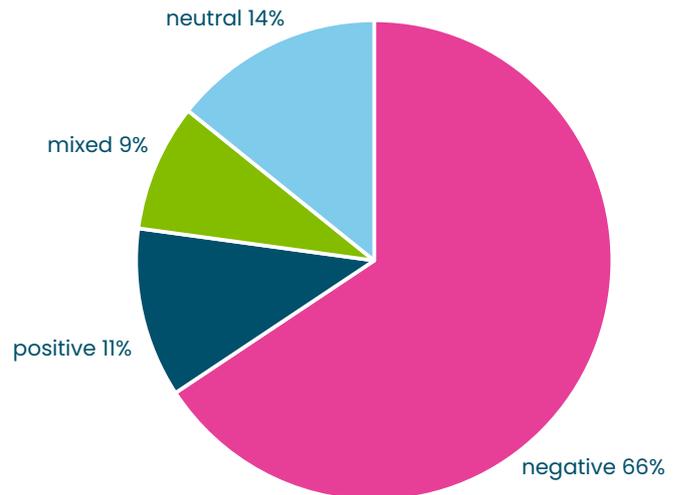
Top three issues

1. Being able to see a dentist now in Berwick and worries about the future
2. Finding a convenient place to have the Covid seasonal booster
3. Booking an appointment at GP surgeries and good experiences with seeing different clinical staff

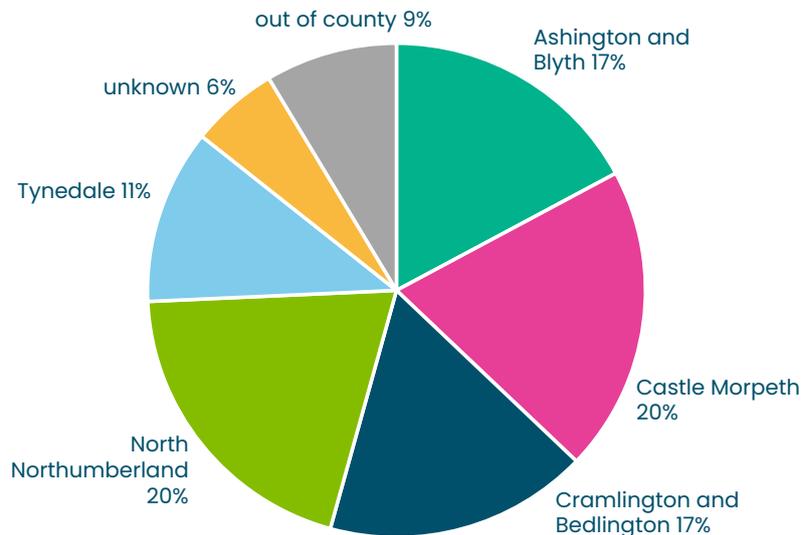
How we heard from people



How they were feeling

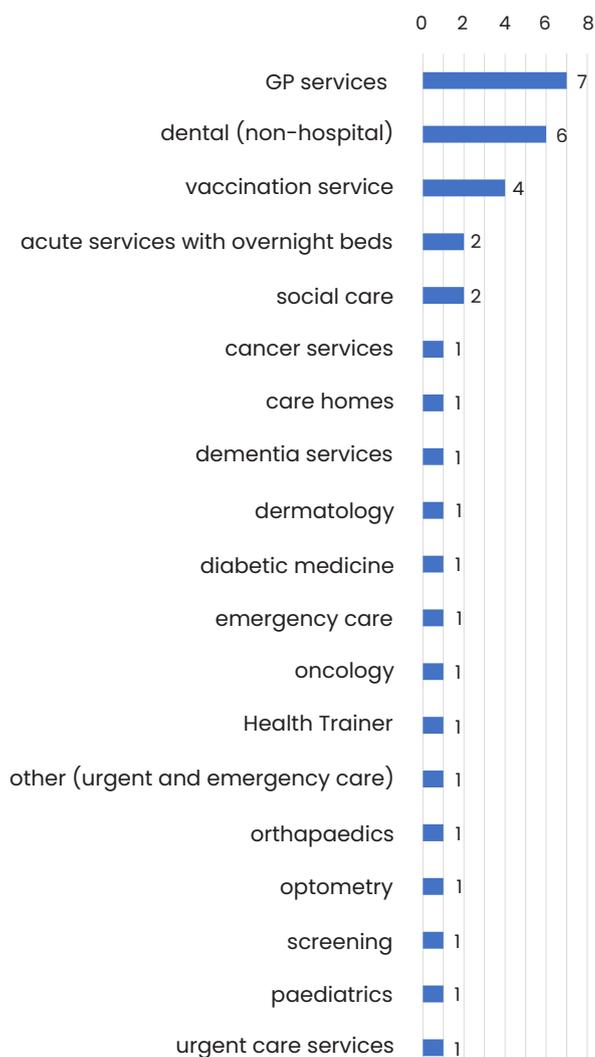


Where they were from



Service provider	Number of enquiries
NHS England - dental	4
Covid vaccination programme	3
Northumbria Specialist Emergency Care Hospital	3
Royal Victoria Infirmary	2
Newcastle Freeman Hospital	2
Northumberland County Council	2
The Village Surgery	2
Wansbeck General Hospital	2
Alnwick Medical Group	1
Concept Eye Clinic	1
Gas House Lane Surgery	1
Guidepost Medical Group	1
Health Trainers	1
My Dentist Berwick	1
NHS 119	1
NHS England - AAA screening	1
NHS website	1
Northumbria Healthcare NHS Trust	1
One To One Centre Morpeth	1
Railway Medical Group	1
Rivenhall Dental Practice (Cramlington)	1
Seaton Park Medical Group	1
Wansbeck walk-in centre	1

Feedback and enquiry issues



Positive feedback

A member of the public told us at an engagement event they had difficulties accessing appointments with GP. However, they are very happy with recent appointment with Nurse Practitioner who has been excellent, and the patient rates level of care from her very highly.

Blyth and Ashington resident

Negative feedback

Patient contacted us regarding difficulty getting an appointment to see someone to prescribe the contraceptive pill. She initially called her GP surgery but was told the surgery was short of Nurse Practitioners so was directed to the One to One Centre.

After days of trying to get through she was eventually told to call back at 8.45am when the appointments opened for the day. She said she tried this every day for two weeks and the line was always engaged.

Castle Morpeth resident

This month's focus

Autistic young people and their experiences of mental health services has been our focus this month. We shared our initial findings with the Graduated Pathway Response Working Group, the Autism Strategy Partnership Board, key commissioners and health service providers who welcomed this direct insight into the challenges families are facing. We are working with the Parent Carer Forum to make recommendations and the full report will be available later this year.

Our latest Care Home Forum shared their experiences of supporting relatives living in a care home and the group is helping us develop our Enter and View programme for next year.